

Figure 1

### High Level Process Description

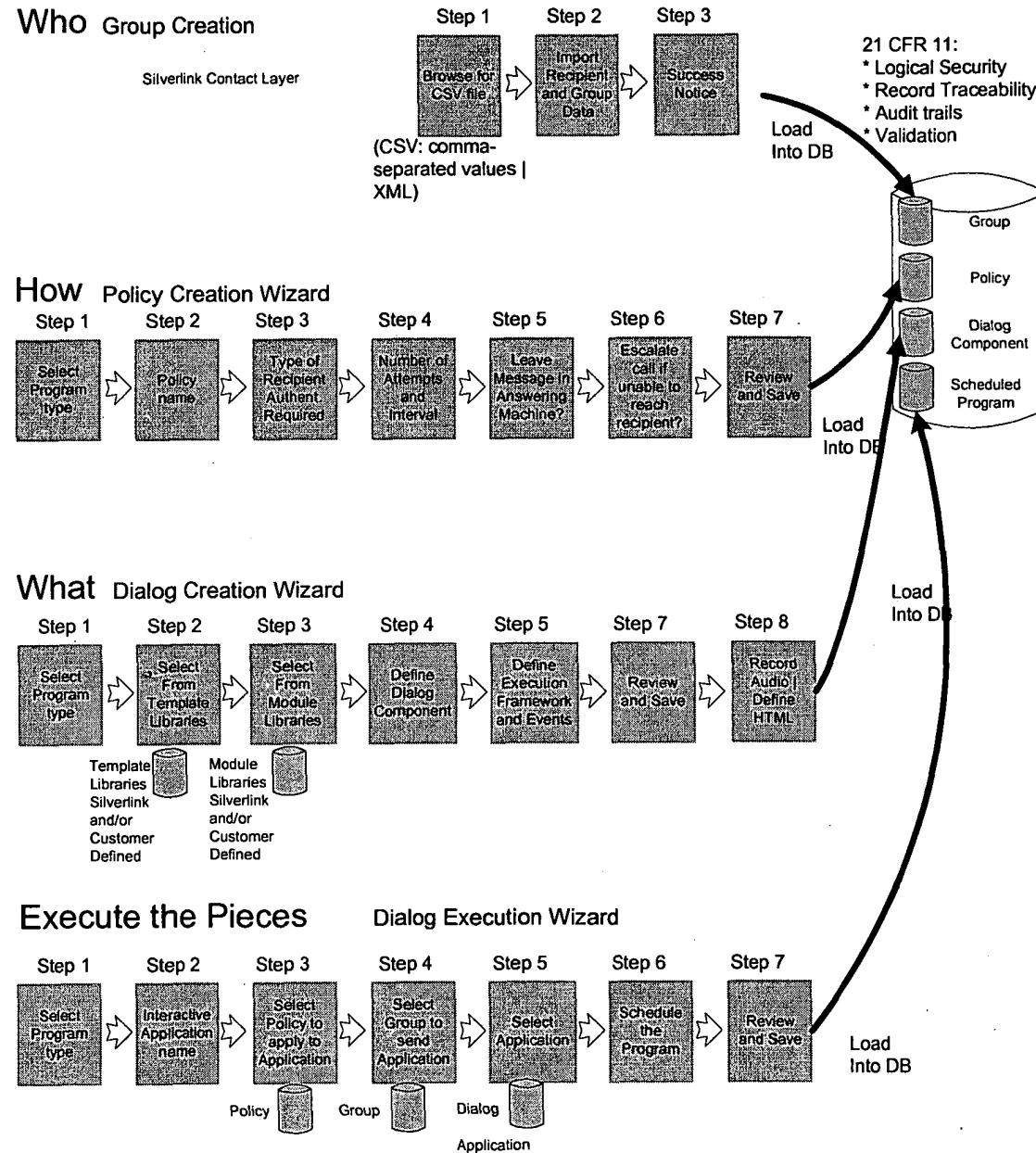


Figure 2

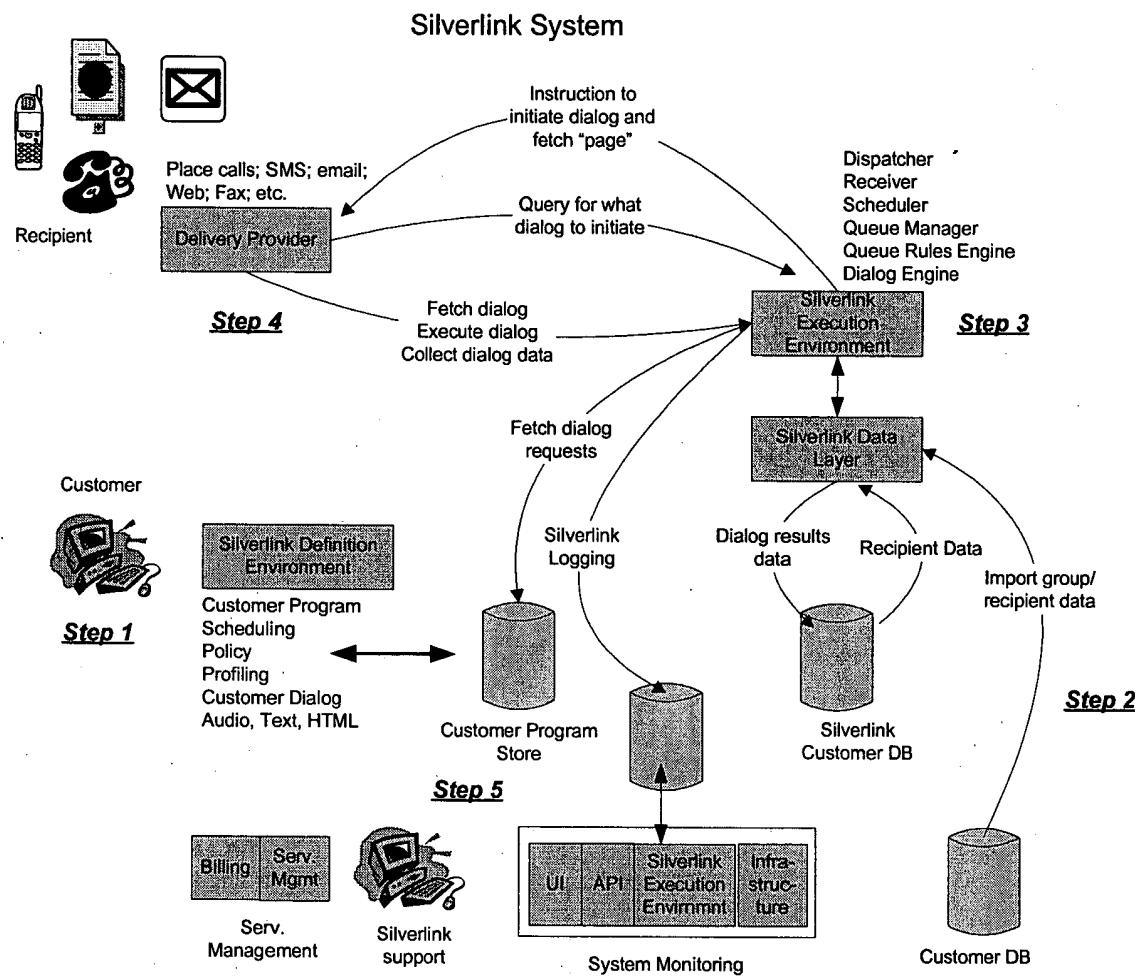


Figure 3

The screenshot shows a web-based application interface for Savvi 2.3. At the top, there's a toolbar with various icons like back, forward, search, and refresh. Below the toolbar, the title "savvi™ 2.3" is displayed, followed by a user welcome message: "Welcome Paulo Mata (Super User)". The main navigation bar includes links for "Home", "My Silverlink", "Account Management", and "Logout". A breadcrumb trail indicates the current location: "Home > My Silverlink > Bulk Imports > Import".

The main content area is titled "Import Call Recipient Information". It contains instructions: "Please upload a file of Call Recipients" and a detailed description of the required CSV format:

```
Import Call Recipient Information from a text file of comma-separated data in the following format:  
GroupName,Primarykey,Salutation,NameLast,NameFirst,Phone,Zip,Pin,AuthWord,Prescriptions,Delimited,  
Custom1,Custom2,Custom3,Custom4,Property1,Property2,Property3,Property4,Property5,Property6,  
Property7,Property8,Property9,Property10
```

Below this is a file upload input field with a "Browse..." button and an "Import" button.

Notes section:

- The Salutation field and all fields after ZIP are optional. These fields should be left blank if not used.
- All Call Recipients must have the same group name for the bulk loading of Call Recipients to work.
- The PrimaryKey field is critically important in that it identifies an individual within SAVI. Each recipient must have a unique Primary Key regardless of which group the person is a member of. That is, if a Recipient's contact information is imported and then a second Recipient's information is imported with the same primary key, the first Recipient's information will be overwritten!

At the bottom of the main screen, there's a copyright notice: "Copyright © Silverlink Communications. All rights reserved. 15 New England Executive Park, Suite 135 - Burlington, MA 01803".

A sidebar on the right is titled "POWERED BY silverlink COMMUNICATIONS". It contains several sections with descriptive text and checkboxes:

- SilverTip**: "Uploading a file of Call Recipients".

You can import multiple Call Recipients into SAVI at once by uploading a comma-separated text file. The file must have the file extension ".td" or ".csv" and each Call Recipient must be listed in the format shown. Note that there are no spaces between fields, and that each person's data has to be in a separate line.
- Prescription Field**: "Special function field used to say prescription names during a SAVIVcall (e.g., 'According to our records, your prescription of Virex will be running out in the next few days')."
- Delimited Field**: "This special purpose field allows you to import multiple prescription names. A Looping Audio Component will use data from this field to ask the same question for as many items as may be present in the field (e.g., 'Do you want to refill your prescription of Virex? Do you ...')".

**Figure 3 A**

The screenshot shows a web browser window for the Savvi™ 2.0 application. The URL is [http://demo.silverlink.com/revl\\_1/account/d\\_extmgr/account\\_balloons.htm](http://demo.silverlink.com/revl_1/account/d_extmgr/account_balloons.htm). The page is titled "Import Recipient Information". It includes a note about importing CSV files and a file upload input field with a "Browse..." button. Below the input field are "Import" and "Cancel" buttons. To the right of this form is a vertical sidebar with a dark background and some text. Below the main form is another section titled "Import Group Information" with similar instructions and a file upload interface.

**Import Recipient Information**

Please upload a file of comma separated values

Import Recipient Information from text files of comma-separated data. In the text file, each Recipient entry must be in the form:  
PrimaryKey,Name,Address,Phone,Zip

Note: (e.g., 101,Jones,Sally,2313361897,04933). In this example, the system creates a cell recipient called Sally Jones with her contact information and a unique identifier (the primary key value 101).

**Import Group Information**

Please upload a file of comma separated values

Import Groups names and corresponding group members from text files of comma-separated data. In the text file, each Group entry must be in the form: Primary Key, Group Name

Note: (e.g., 101,Lipitor Group). In this example, the system creates a recipient group called "Lipitor Group" and adds the user whose primary key is 101 (Sally Jones) as member of the group.

Figure 4

The screenshot shows a web-based application window titled "savvi™ 2.3". At the top, there's a toolbar with various icons and a "Google" search bar. Below the toolbar, the main header reads "Welcome Paul Mateo (Super User)" and "Home | My Silverlink | Account Management | Logout". The main content area is titled "Policy Component Management" and "Create New Policy". A navigation menu at the top of this section includes tabs for "Call Type", "Policy Name", "Number of Attempts", "Delivery Schedule", and "Review & Save". The "Review & Save" tab is currently selected.

**Policy Details for "blah"**

**Policy Component name:** blah  
**Call type:** HealthCare

**Number of delivery attempts:** 2 attempts, with a 1 hour interval between attempts

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00AM - 9:00PM 10 concurrent calls	9:00AM - 9:00PM 10 concurrent calls	8:00AM - 9:00PM 10 concurrent calls				

**Everything looks good, save this policy.**

Note: To change any Policy Information, please click on the appropriate tab above.

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**thawte**  
Secure Site  
[Click for Details](#)

Figure 5

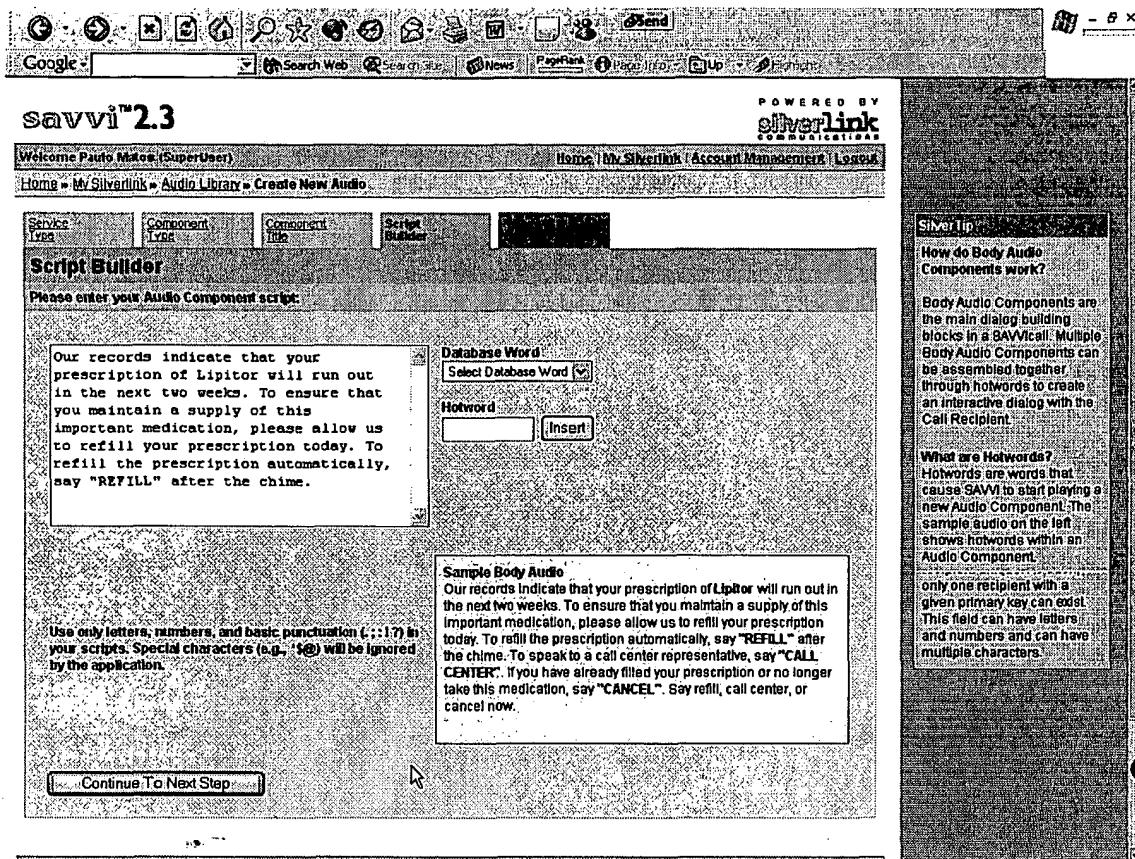


Figure 6

The screenshot shows a web-based application window titled "savvi™ 2.3". At the top, there's a toolbar with various icons like search, refresh, and file operations. Below the toolbar, the URL bar shows "Google" and the page title "Welcome Paul Mateo (Super User)". The main content area has a header "Home | My Silverlink | Account Management | Logout". A breadcrumb navigation path "Home > My Silverlink > Create New Call" is visible. On the left, a vertical menu lists "Name and Types", "Select Call Number", "Select Dialplan", "Group and Category", "Recipient Selection", "Policy Assumption", "Scheduling", and "Call Log". The "Scheduling" tab is currently selected. The main panel displays a form titled "Define a Call delivery window". It includes fields for "Delivery Start Date" (set to July 18, 2003) and "End Date for Inbound Calls" (set to August 1, 2003). A note below these fields states: "Use this date to designate the last day Call Recipients may call back to hear the SAVVICall (if they've been left an answering machine or unintended recipient message with instructions to call in.)". A "Continue" button is at the bottom of this section. To the right of the main form, there's a sidebar titled "Silver Tip" with two sections: "How long will it take for a call program to complete?" and "How should I set a delivery time window?". At the bottom of the main content area, there's a footer with the copyright notice "Copyright © Silverlink Communications. All rights reserved. 15 New England Executive Park, Suite 135 - Burlington, MA 01803" and a "Click for Details" link next to the "thawte SECURE SITE" logo.

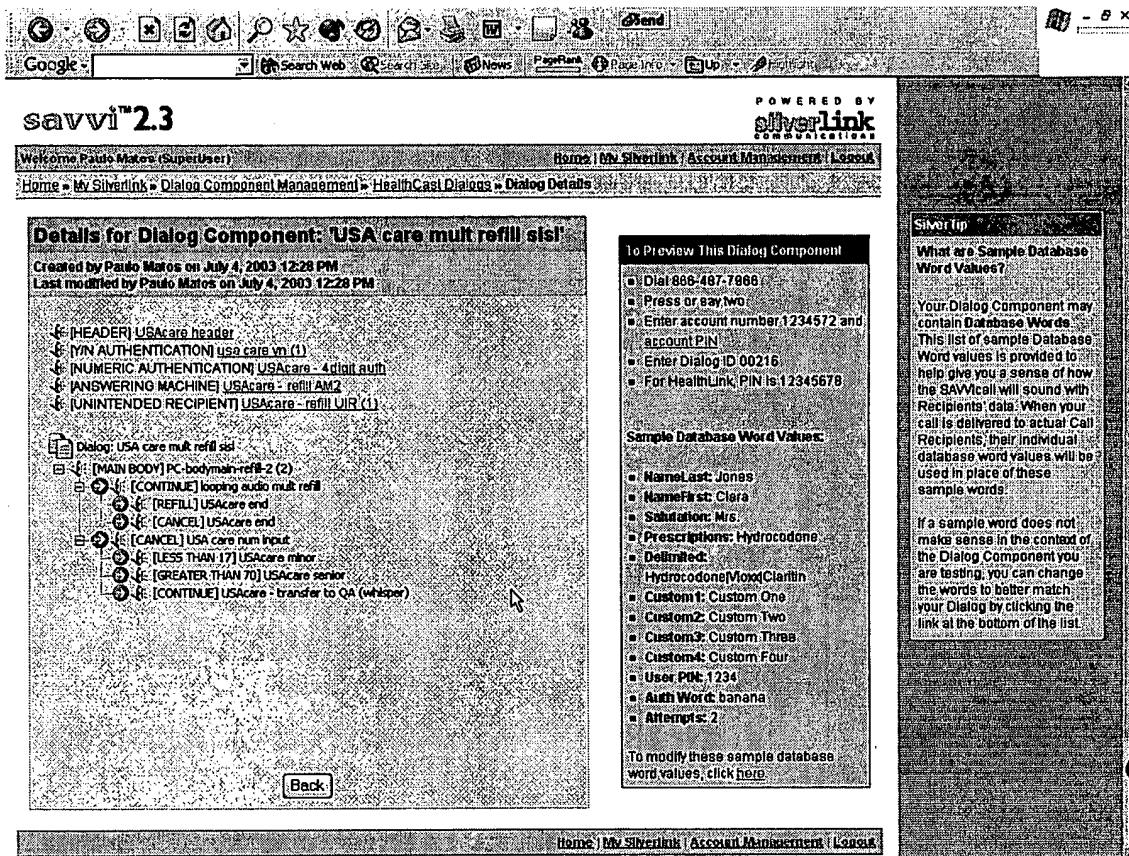
**Figure 6 A**

The screenshot shows a web browser window for the Savvi 2.0 application, powered by Silverlink. The URL in the address bar is [http://demo.silverlink.com/rev\\_4/account/d\\_message/messagesetup6\\_0.cfm?top=1](http://demo.silverlink.com/rev_4/account/d_message/messagesetup6_0.cfm?top=1). The page title is "savvi™2.0". The top navigation bar includes links for Home, My Silverlink, Account Management, Help, and Logout. On the left, there are tabs for Type, Content, Attachment, Recipient, Audio Message, and Scheduling. The "Scheduling" tab is selected. A note at the top states: "The number of notifications that can be delivered each hour is limited. If you have chosen a large group of Call Recipients and/or you indicate a narrow delivery window, delivery may have to be spread over multiple days." Below this, a sub-note says: "Please Select the widest delivery window possible in order to ensure timely delivery." There are input fields for Start Date (July 26, 2002), Start Time (7:00 AM), and End Time (8:00 PM). A note below these fields reads: "On the next page, you'll learn how many days it will take to deliver this message based on the group size, the start time, and the end time. If any of these days fall on a weekend, should we deliver them or hold them for delivery on Monday?" It lists four options with radio buttons:

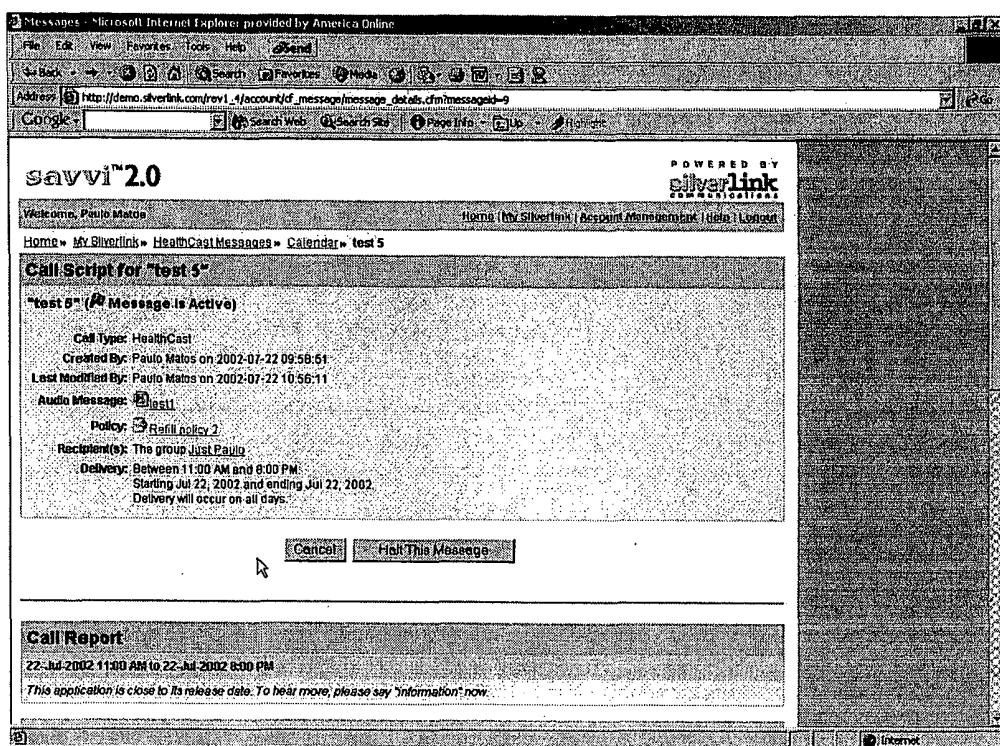
- Go ahead and deliver messages on Saturday or Sunday.
- Go ahead and deliver Messages on Saturday but NOT on Sunday.
- Go ahead and deliver Messages on Sunday but NOT on Saturday.
- Hold weekend notifications until Monday.

A "Continue" button is located at the bottom of the scheduling section. At the very bottom of the page, there is a footer with links for Home, My Silverlink, Account Management, Help, and Logout.

Figure 7



**Figure 7A**



**savvi™2.3**

Home > My Details > MyCallLogs > CallLogs - Paolo Mates Call 7-4\*

**Call Details**

Created by Paolo Mates on 2013-07-04 08:09:14  
Last modified by Paolo Mates on 2013-07-04 08:09:23

▼ **Call Test call 7-4\***

- Status: Completed
- Call Type: H242C call
- Caller ID: Account Detail
- Created By: Paolo Mates on 2013-06-03 08:06 AM
- Last Modified By: Paolo Mates on 2013-06-03 08:53 AM
- Duration: 1'44" (Actual) (not incl.)
- Police:  Dispatched Yes
- Placed On Hold: 00:00:00 (00:00:00)
- Outage: Starting Jul 4, 2013. Message pickup expires on Jul 10, 2013.

Fri 10	Sat 11	Sun 12	Mon 13	Tue 14	Wed 15	Thu 16
12:00	12:00	12:00	12:00	12:00	12:00	12:00

**Power**

At any time, you may preview a Call by pressing these buttons:

- Call 845-431-7000
- Press 0 or any one digit
- Enter account number 12345672 and ACCOUNTID
- Enter Call ID 01000
- For help, dial PHM or 17315075

**Call Metrics**

**Call Count**

	1 Day	1m	Total
Outbound Calls	1	1	1
Total Calls Made	1	1	1

**Recipients Remaining**

**Call Response**

	1 Day	1m	Total
Busy	0	0	0
No Answer	1	1	1
End Reached	0	0	0
Answered	0	0	0
Answering Machine	0	0	0

**Yes/No Authentication**

	1 Day	1m	Total
Yes/No/Yes	1	1	1

**Unintended Recipient**

	1 Day	1m	Total
URI Left Message	0	0	0
URI Wrong Number	0	0	0
URI Abandoned Visit	0	0	0

**Numeric Authentication**

	1 Day	1m	Total
Numeric Auto Pass	0	0	0

**Content Metrics**

PC-Savviman-Remote-2 (2)

According to our records, only or more of your prescriptions are due for a refill. To hear a list of prescriptions you may refill today, please say "refill" after the prompt. Otherwise, please say "cancel".

	1 Day	1m	Total
cancel	1	1	1
refill	0	0	0

**URIA care num input**

Thank you for calling. Before ending this call, please tell us how old you are.

	1 Day	1m	Total
cancel	0	0	0
greater than 70	1	1	1
less than 17	0	0	0

**keeping audio multi refill**

Would you like to refill your prescription of [Doximac]? Please say "Refill" or "Cancel".

	1 Day	1m	Total
cancel	0	0	0
refill	2	2	2

**Recipient Details**

Select recipient details:

GOLSTEIN-JAMES (Attempt 1)  
GOLSTEIN-JAMES YVONNE (Attempt 1)  
GOLSTEIN-JAMES HILDE (Attempt 1)  
GOLSTEIN-JAMES JAMES (Attempt 1)

**View Details**

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**silverlink**  
silverlink.com

Figure 8

Figure 8A

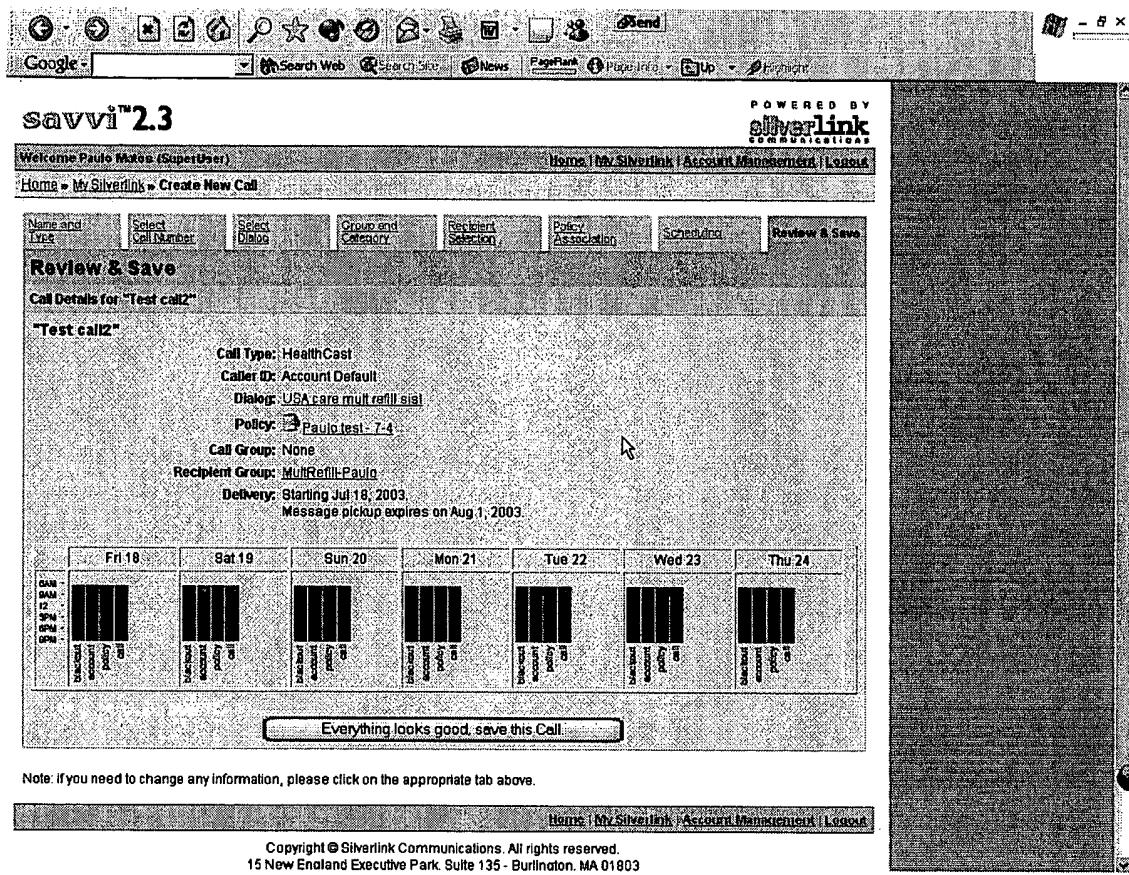


Figure 9

Dialog Definition Environment

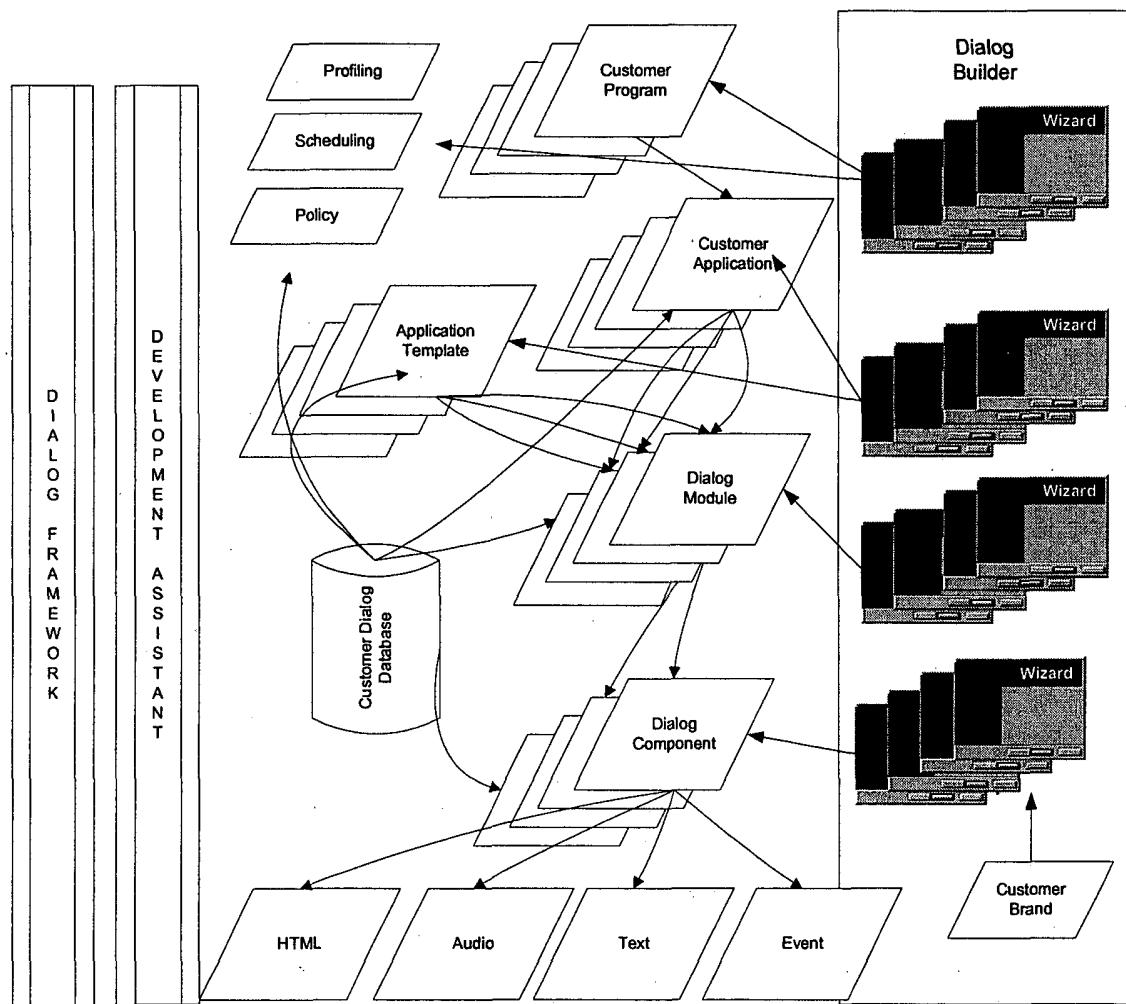


Figure 10

Silverlink Execution Environment -  
Dispatcher & Scheduler

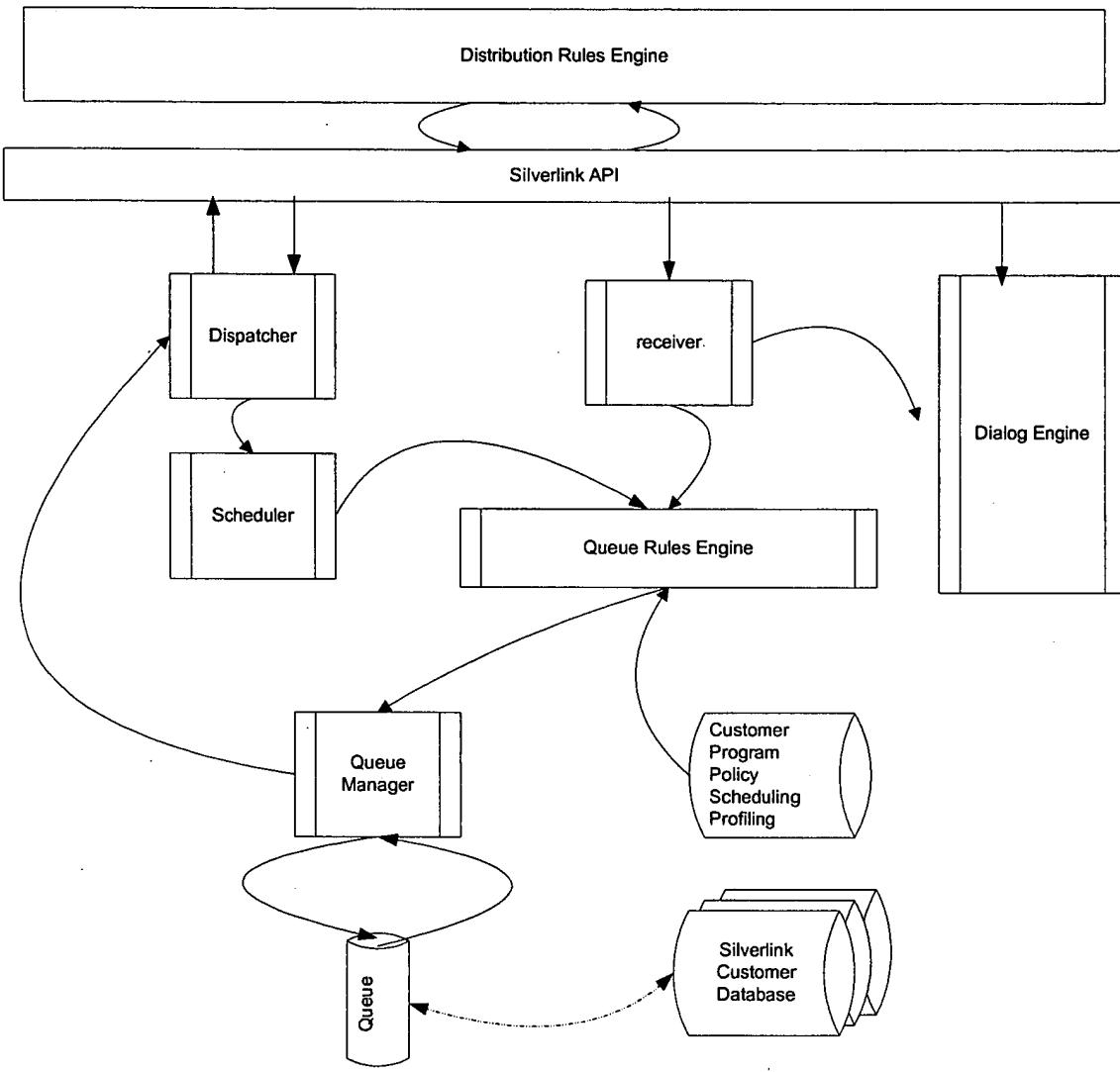


Figure 11

Silverlink contact Layer

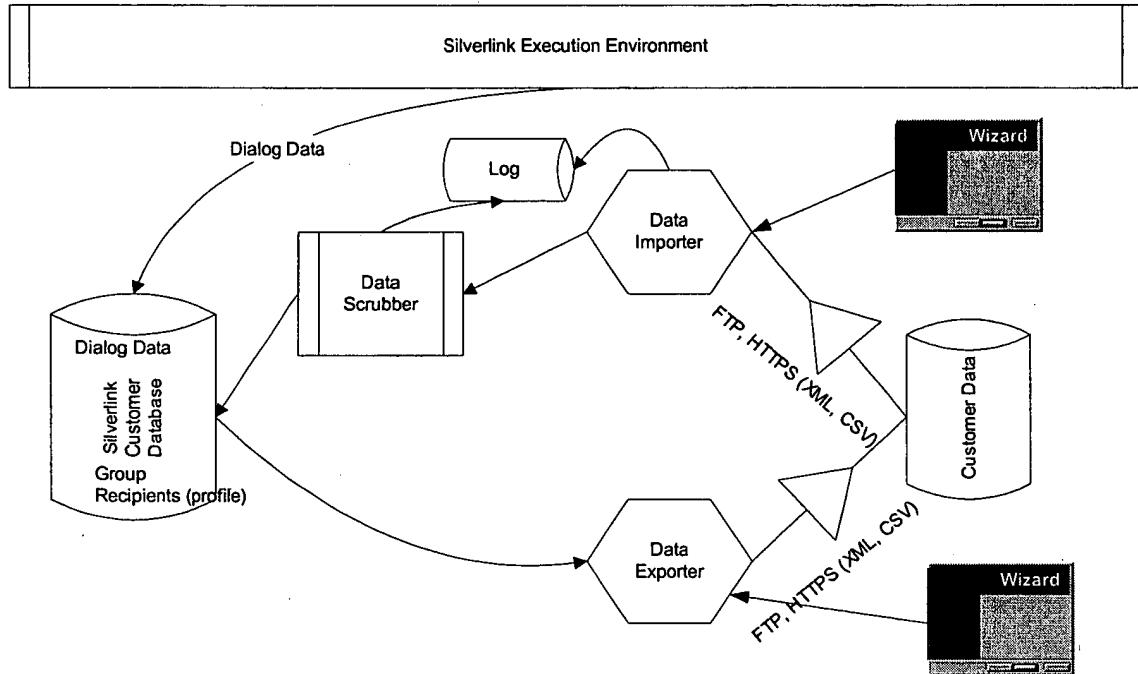
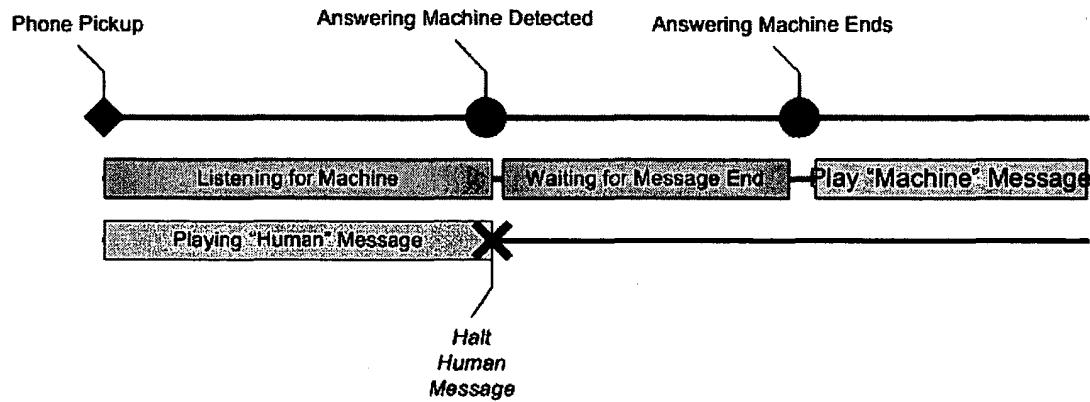


Figure 12

## Message Timeline with Machine



## Message Timeline with Human

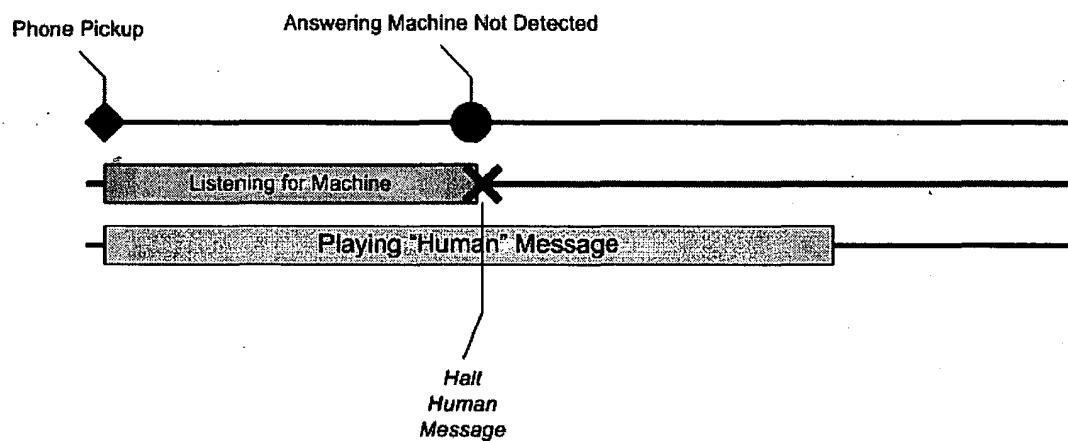
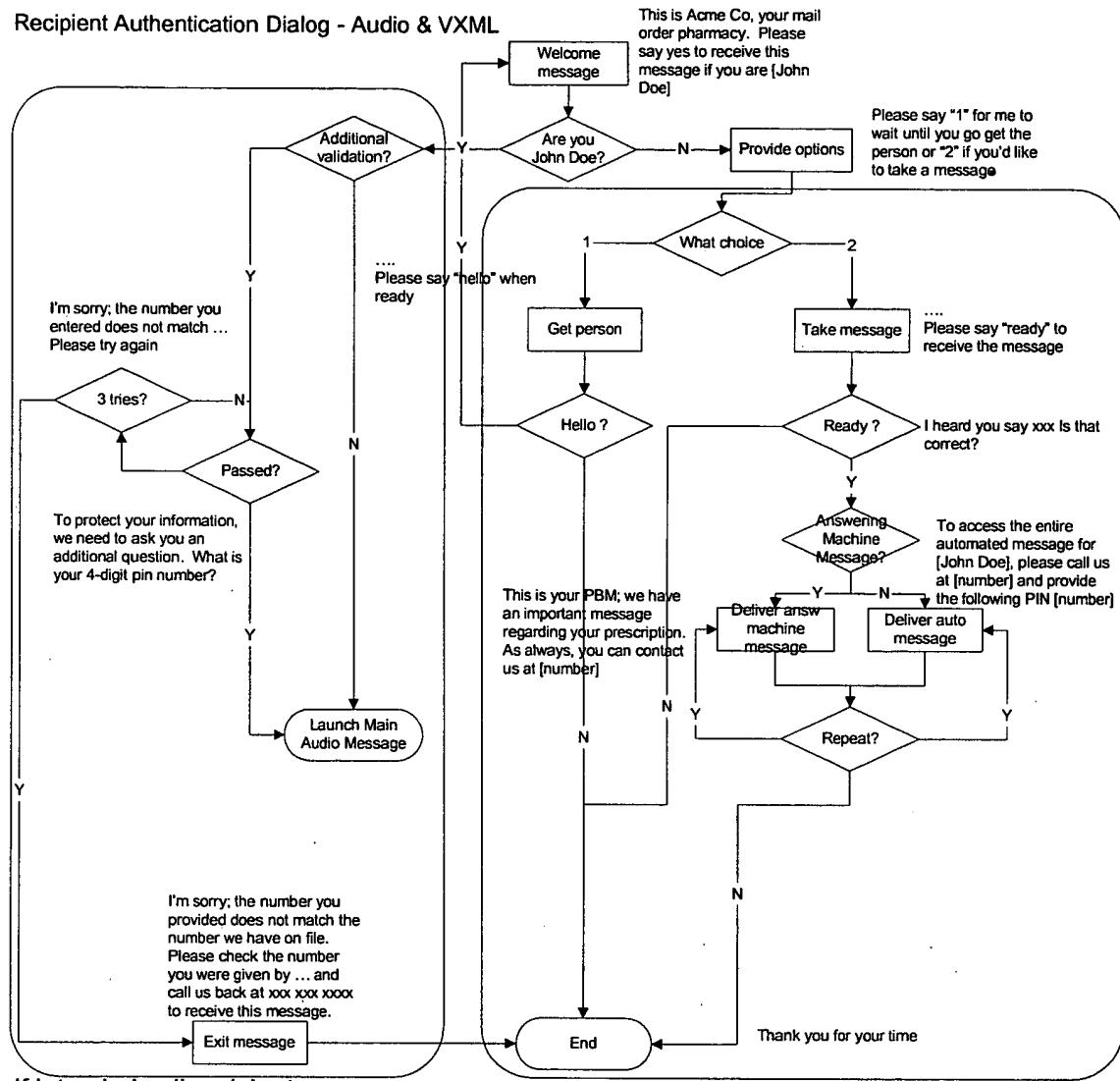


Figure 12 A

Recipient Authentication Dialog - Audio & VXML



If intended call recipient answers the call, the dialog decides whether a further validation is needed or not, execute the validation and then deliver the call message

If intended call recipient does not answer the call, allow person who answered call to take message or pause until intended call recipient is summoned to receive the call

Figure 13

Silverlink Execution Environment -  
Dialog Engine

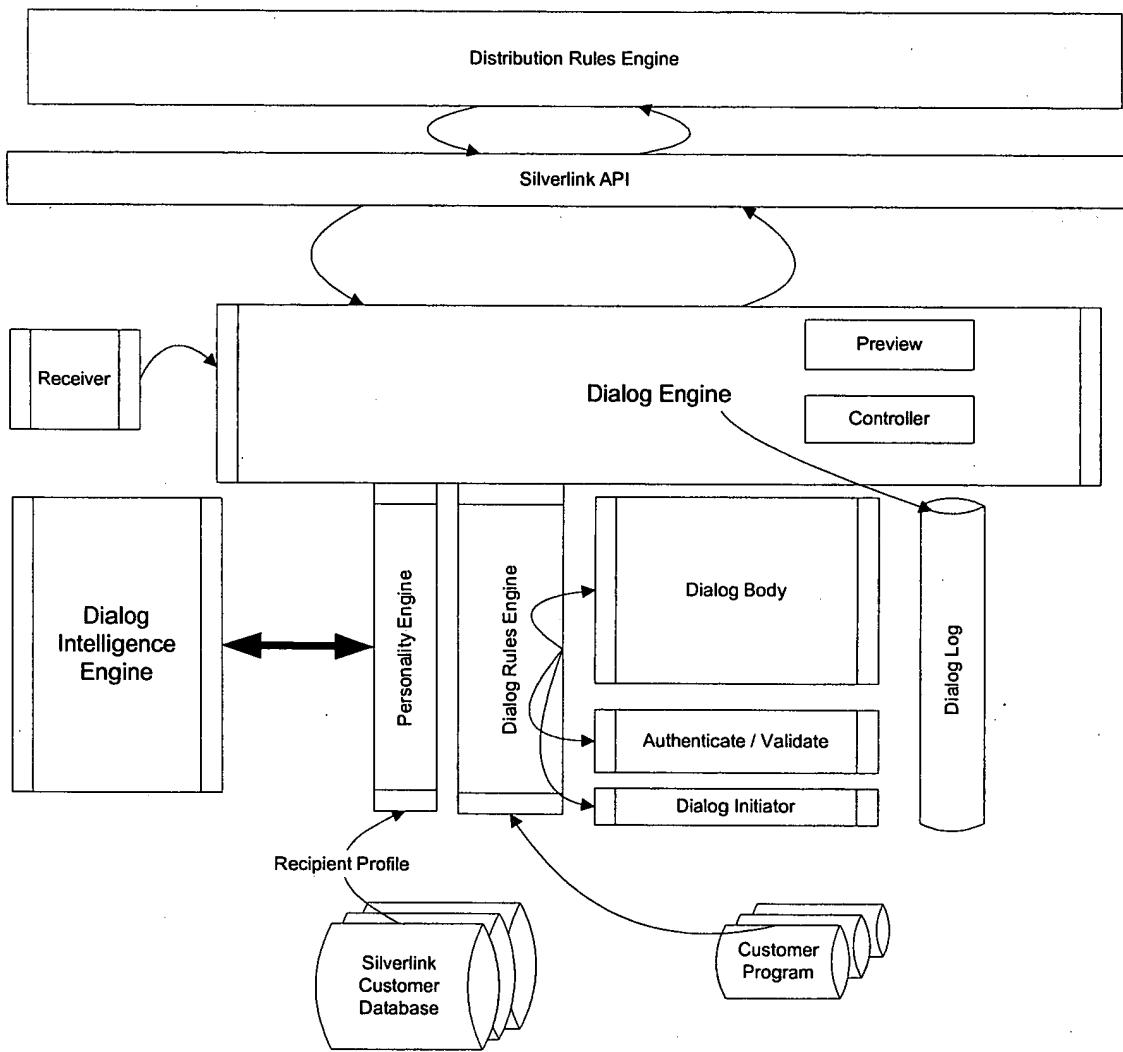


Figure 14

Silverlink Execution Environment -  
Customer Interaction

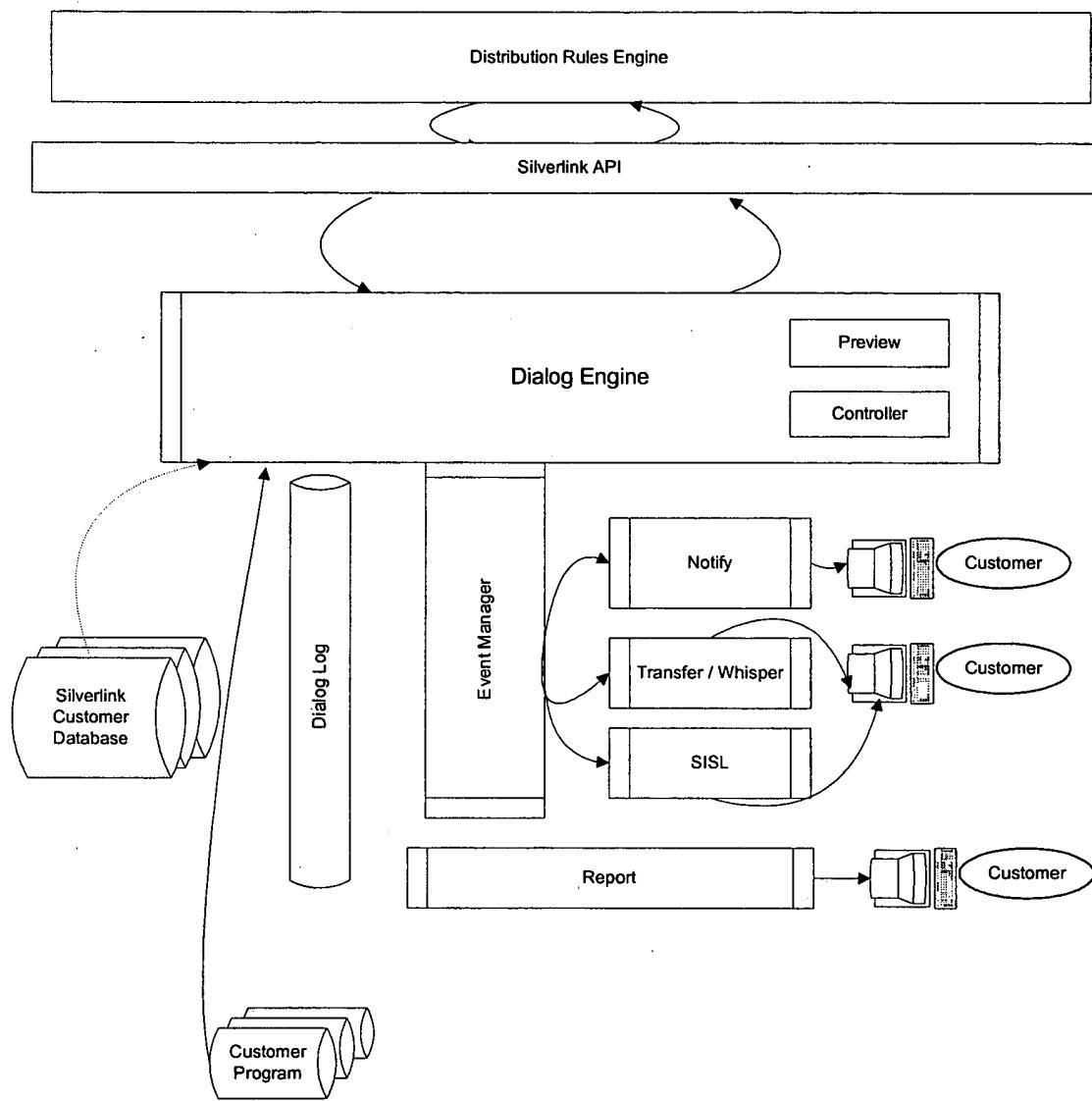
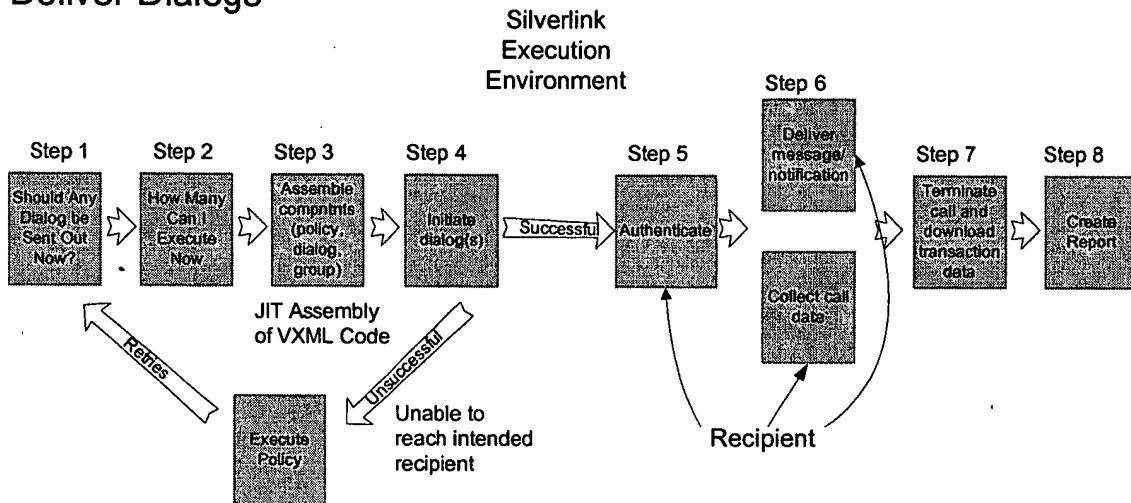


Figure 15

## Deliver Dialogs



## Sample Call Flow Diagram

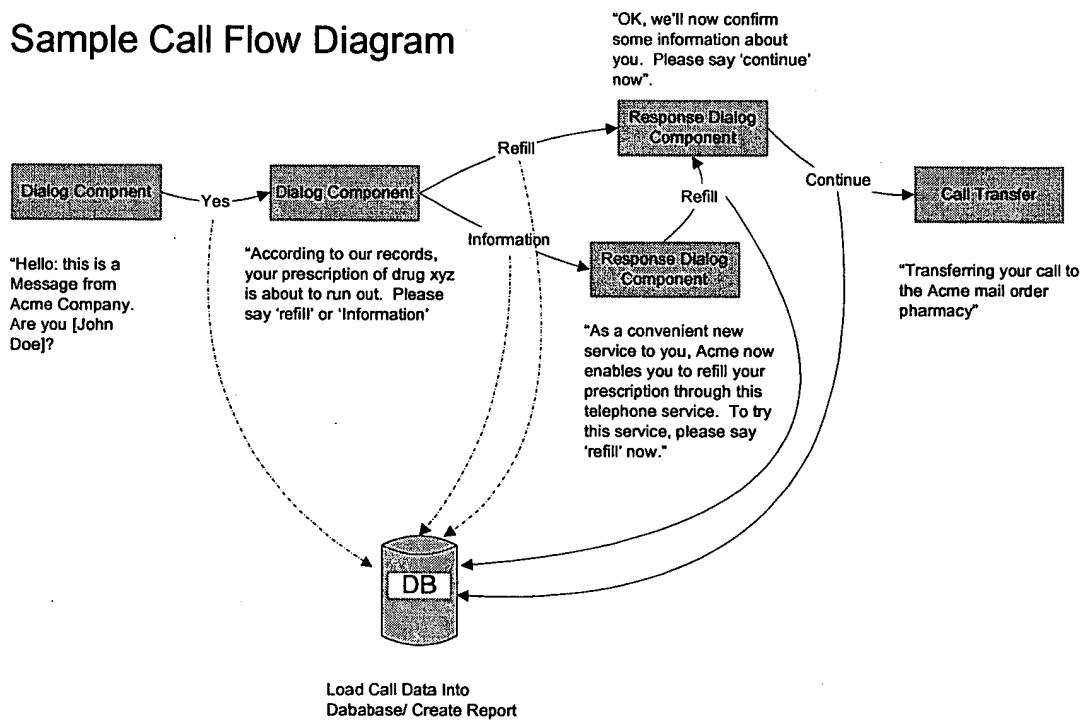


Figure 16

Silverlink Execution Environment -  
Interface

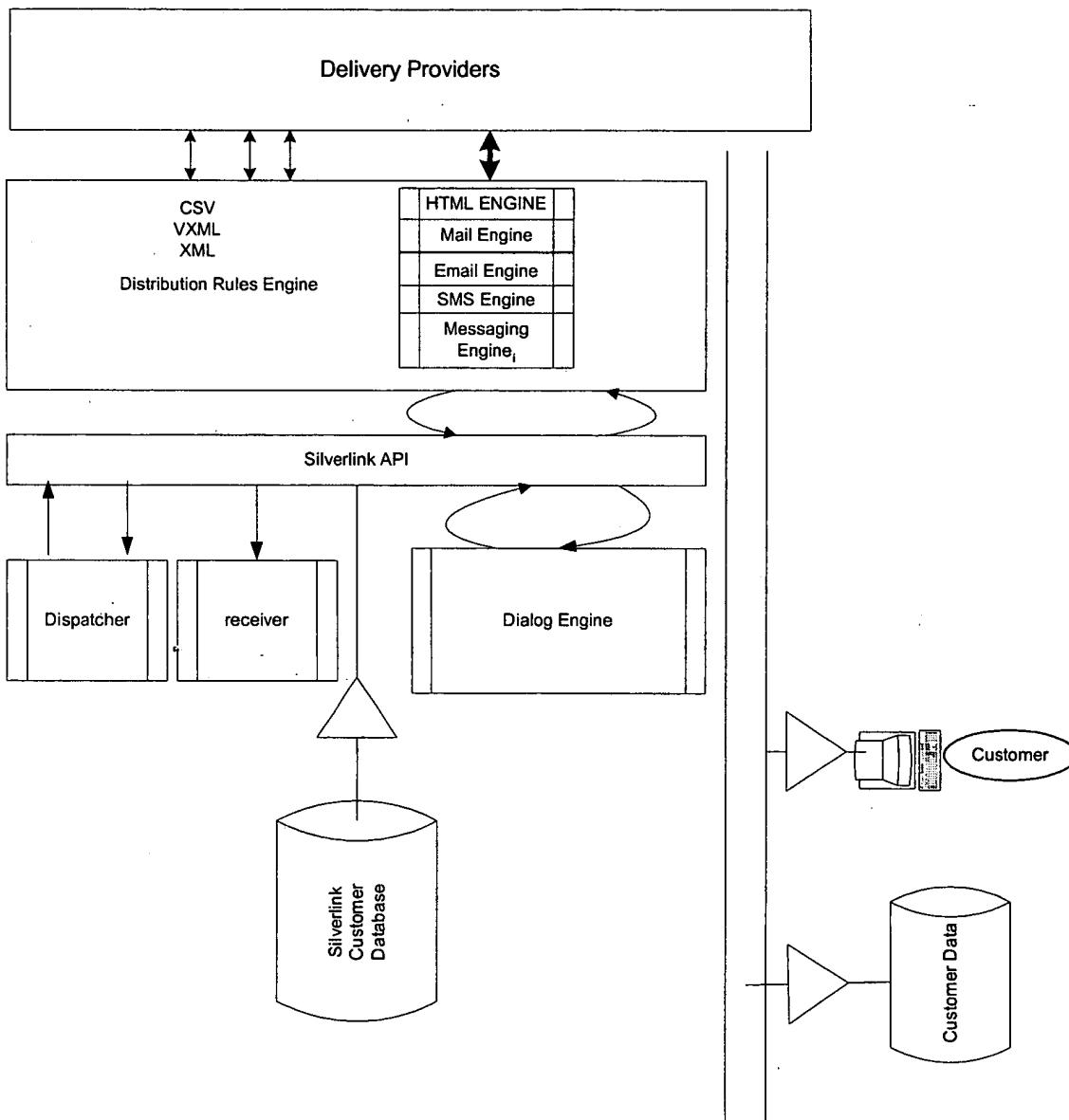


Figure 17

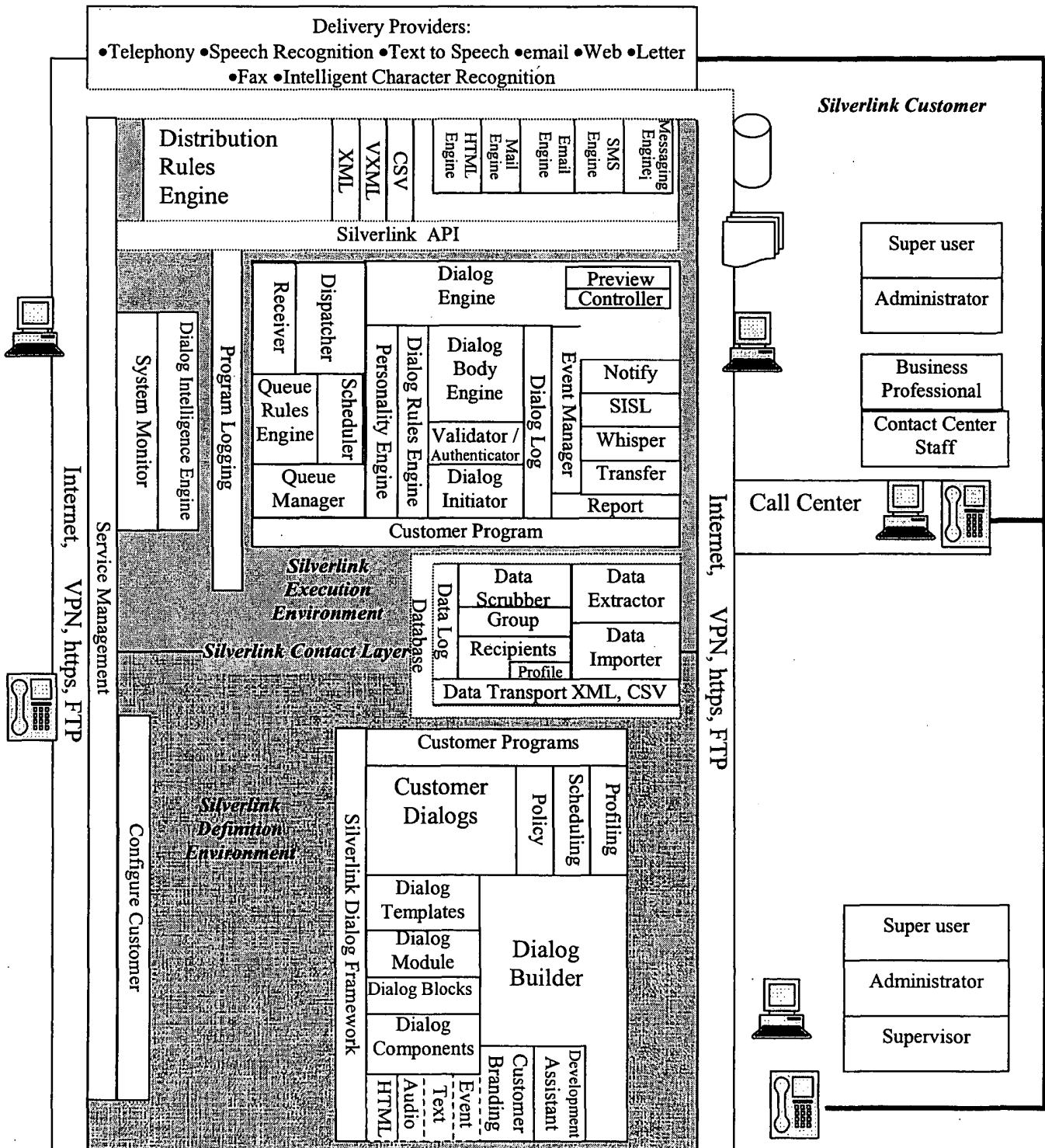
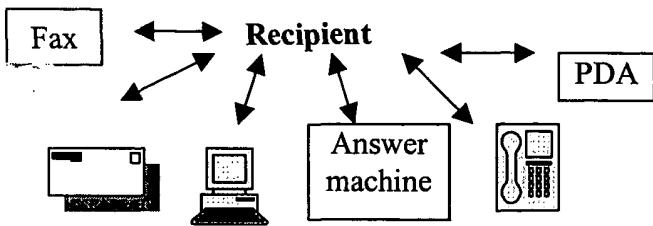


Figure 18

Assemble Application

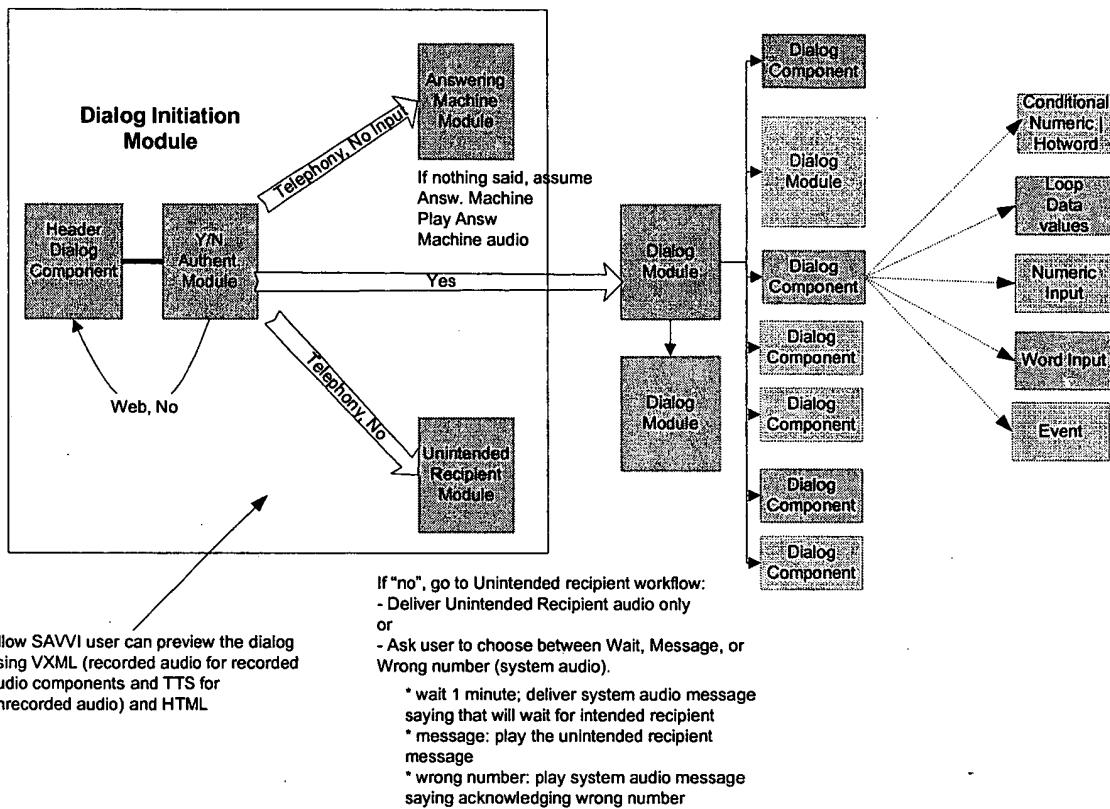


Figure 19

Silverlink Execution Environment -  
System Monitoring

